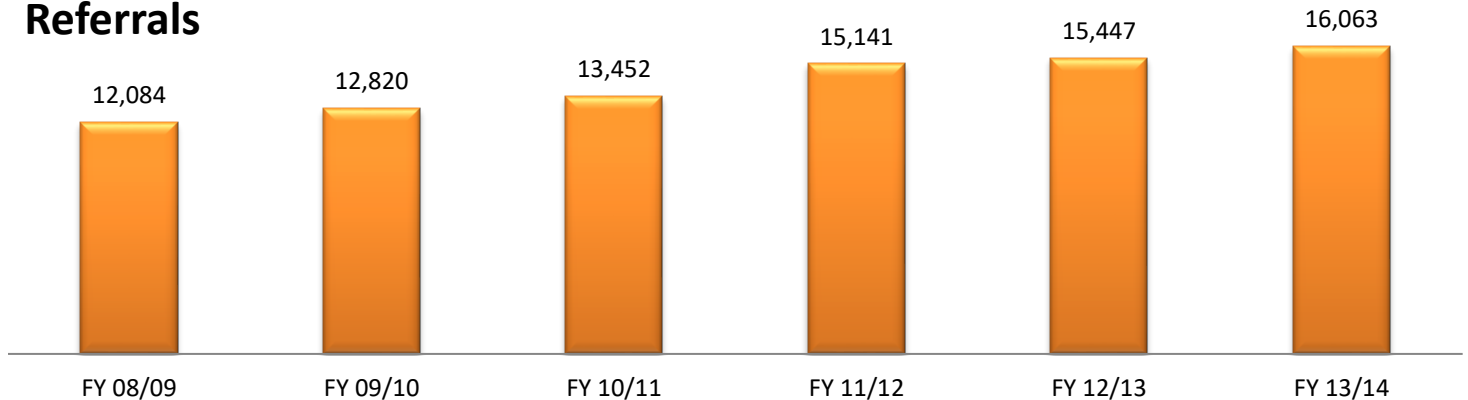


Suspected Fraud Referrals

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	FY 13/14
Personal Injury Protection	6699	7748	7346	6639
Workers Compensation	1495	1388	1733	2162
Vehicle	1008	1167	1390	1465
Application	883	974	1227	1445
Healthcare	486	426	536	1289
Licensee	765	704	905	832
Homeowners	584	663	765	788
Commercial	404	451	411	476
Duplicate Entry	272	359	188	254
Arson for Profit	152	124	122	135
Disability	81	180	142	106
Other Agency Assistance	21	32	39	90
Financial Investigation	94	109	79	66
Non-Insurance Fraud	15	25	55	51
Banking and Securities	287	590	356	46
Unauthorized Entity	64	45	24	43
Identity Theft	20	37	30	42
Life Insurance	35	37	33	42
Title Fraud	8	11	11	25
Information Only	22	28	15	24
Marine	30	23	13	22
Warranty	19	14	18	16
My Safe Florida Home	6	3	6	1

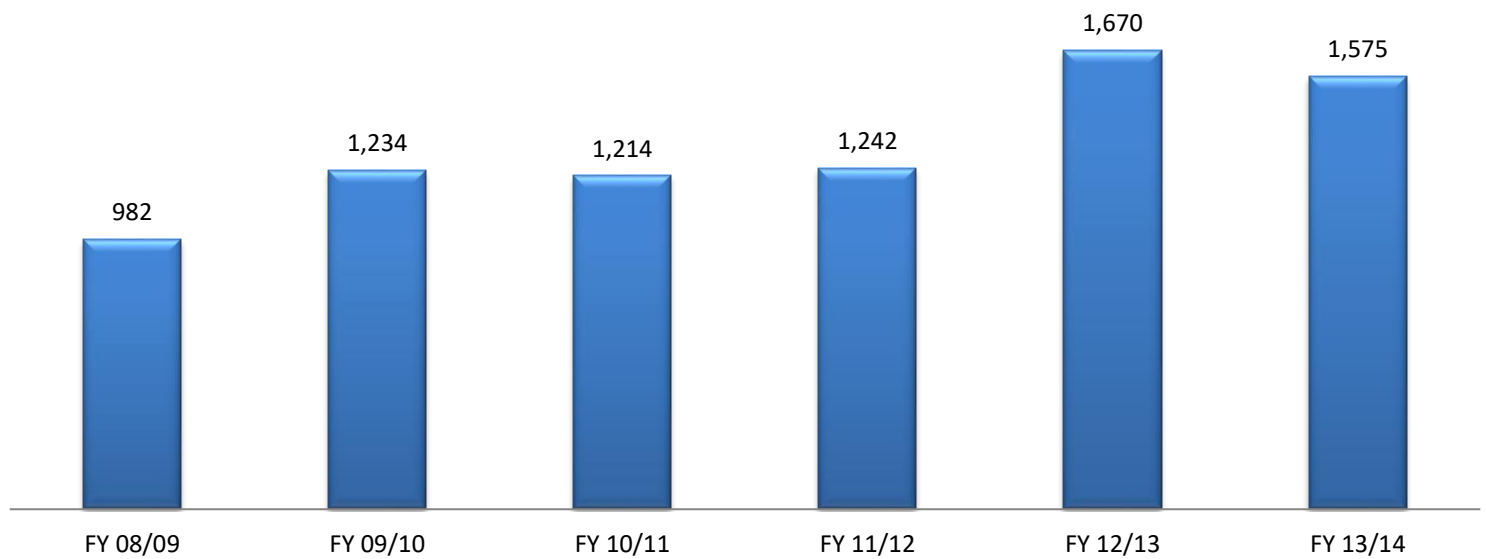
Referrals



Presentations

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	FY 13/14
Personal Injury Protection	429	526	802	610
Workers' Compensation	336	352	475	530
Vehicle	56	42	58	86
Licensee	103	50	86	78
Application	48	29	34	68
Homeowners	44	41	50	58
Disabilty	16	25	38	33
Healthcare	50	73	39	32
Commercial	23	31	26	20
Marine	3	3	15	16
Identity Theft	1	2	3	11
Financial	25	14	7	10
Other Agency Assistance	4	12	16	7
Warranty	2	0	4	6
Arson for Profit	5	4	10	4
Title Fraud	2	7	1	4
Banking and Securities	58	23	4	1
Life Insurance	7	3	2	1

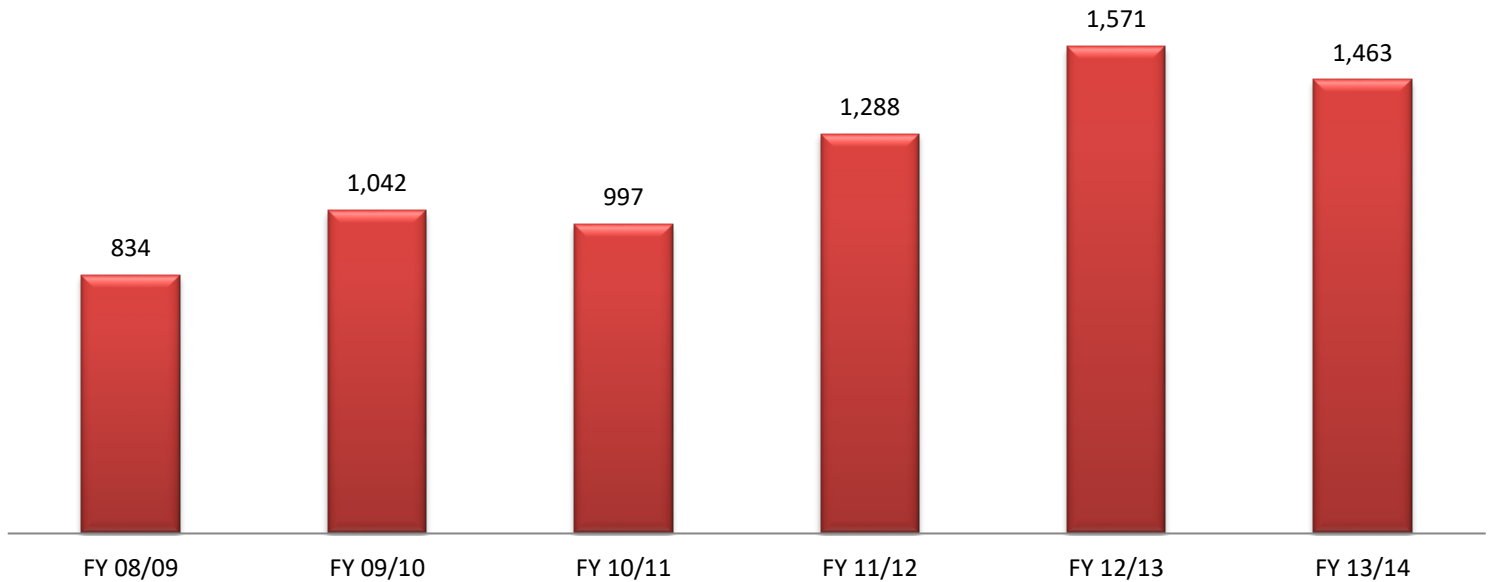
Presentations



Arrests

CASE TYPE	FY 10/11	FY 11/12	FY 12/13	FY 13/14
Personal Injury Protection	352	496	651	558
Workers' Compensation	271	274	418	478
Vehicle	56	41	57	73
Other Agency Assist	26	40	56	62
Licensee	70	151	141	59
Application	40	28	34	58
Homeowners	30	35	41	45
Disability	14	15	35	29
Healthcare	38	60	43	29
Commercial	16	27	27	18
Marine	2	5	4	18
Financial	29	10	14	9
Identity Theft	1	3	3	9
Arson for Profit	3	5	11	6
Warranty	2	0	4	6
Banking and Securities	38	30	23	3
Title Fraud	3	5	2	3

Arrests



Convictions

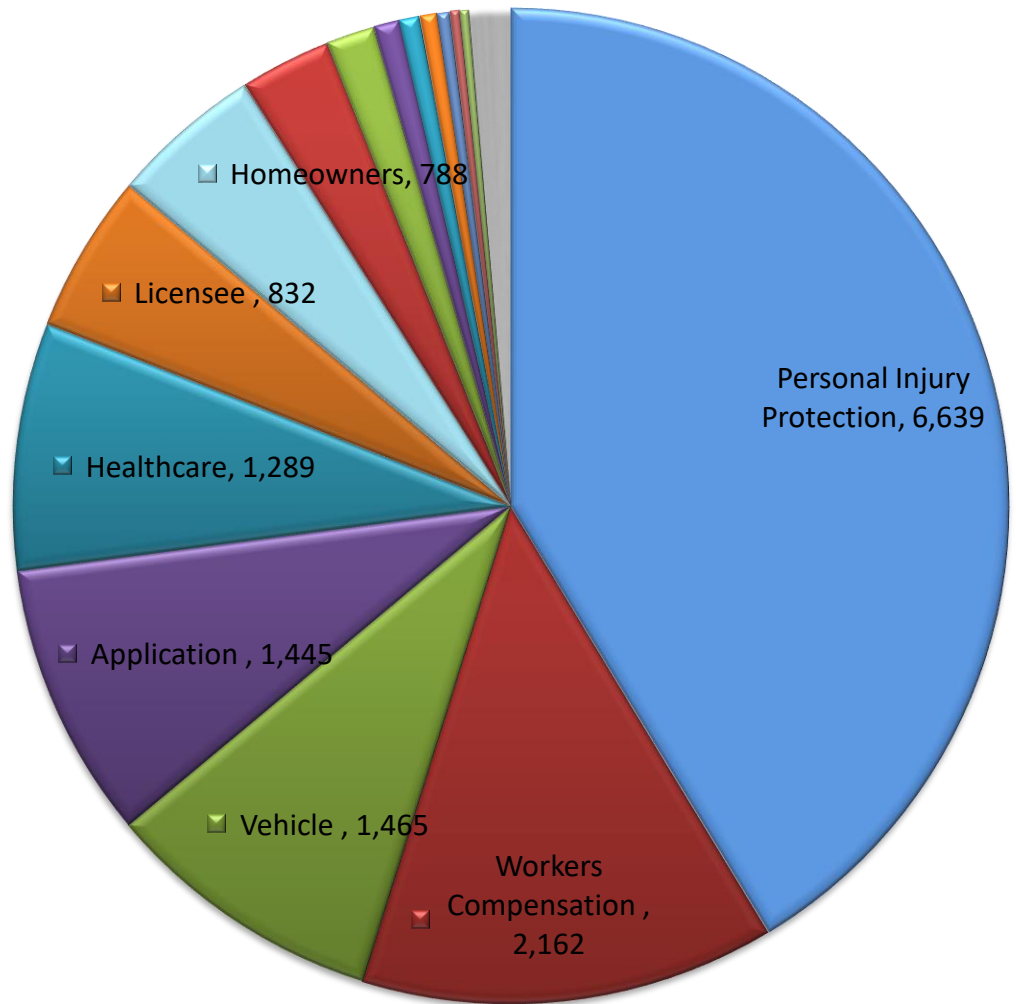
CASE TYPE	FY 10/11	FY 11/12	FY 12/13	FY 13/14
Personal Injury Protection	295	355	442	574
Workers' Compensation	242	208	259	360
Licensee	49	55	138	72
Vehicle	73	32	44	49
Application	28	32	19	41
Disability	18	11	26	26
Banking and Securities	8	37	6	23
Homeowners	34	27	26	23
Healthcare	27	33	43	21
Commercial	17	12	25	20
Financial Investigation	19	9	13	13
Marine	0	3	2	7
Arson for Profit	5	3	4	6
Identity	5	1	3	5
Title	12	6	4	4
Other Agency Assistance	4	17	18	2
Unauthorized Entity	1	3	1	1
Warranty	1	0	1	1

Convictions



Suspected Fraud Referrals

- Personal Injury Protection
- Workers Compensation
- Vehicle
- Application
- Healthcare
- Licensee
- Homeowners
- Commercial
- Duplicate Entry
- Arson for Profit
- Disability
- Other Agency Assistance
- Financial Investigation
- Non-Insurance Fraud
- Banking and Securities
- Unauthorized Entity
- Identity Theft
- Life Insurance
- Title Fraud
- Information Only
- Marine
- Warranty
- My Safe Florida Home



Presentations

Personal Injury Protection

Workers' Compensation

Vehicle

Licensee

Application

Homeowners

Disabilty

Healthcare

Commercial

Marine

Identity Theft

Financial

Other Agency Assistance

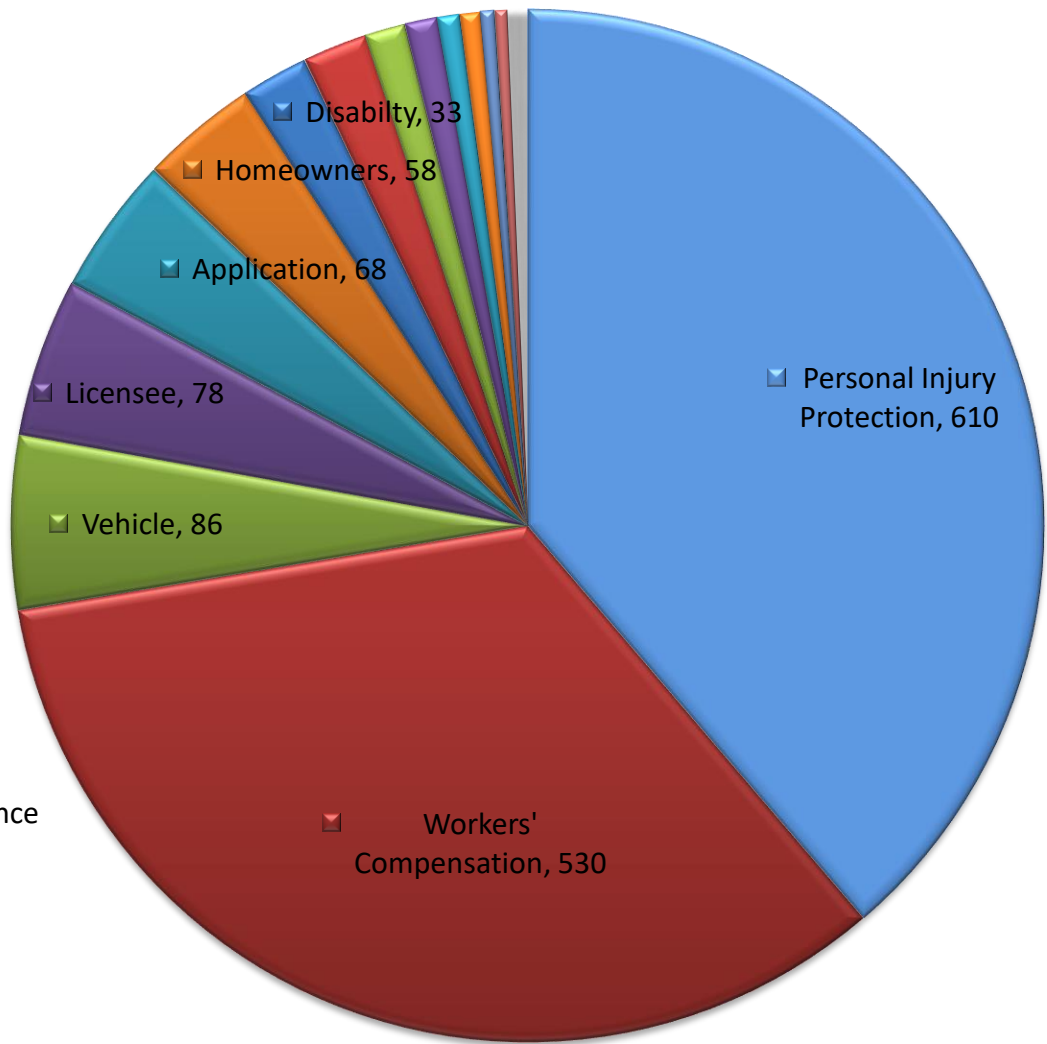
Warranty

Arson for Profit

Title Fraud

Banking and Securities

Life Insurance



Arrests

Personal Injury Protection

Workers' Compensation

Vehicle

Other Agency Assist

Licensee

Application

Homeowners

Disability

Healthcare

Commercial

Marine

Financial

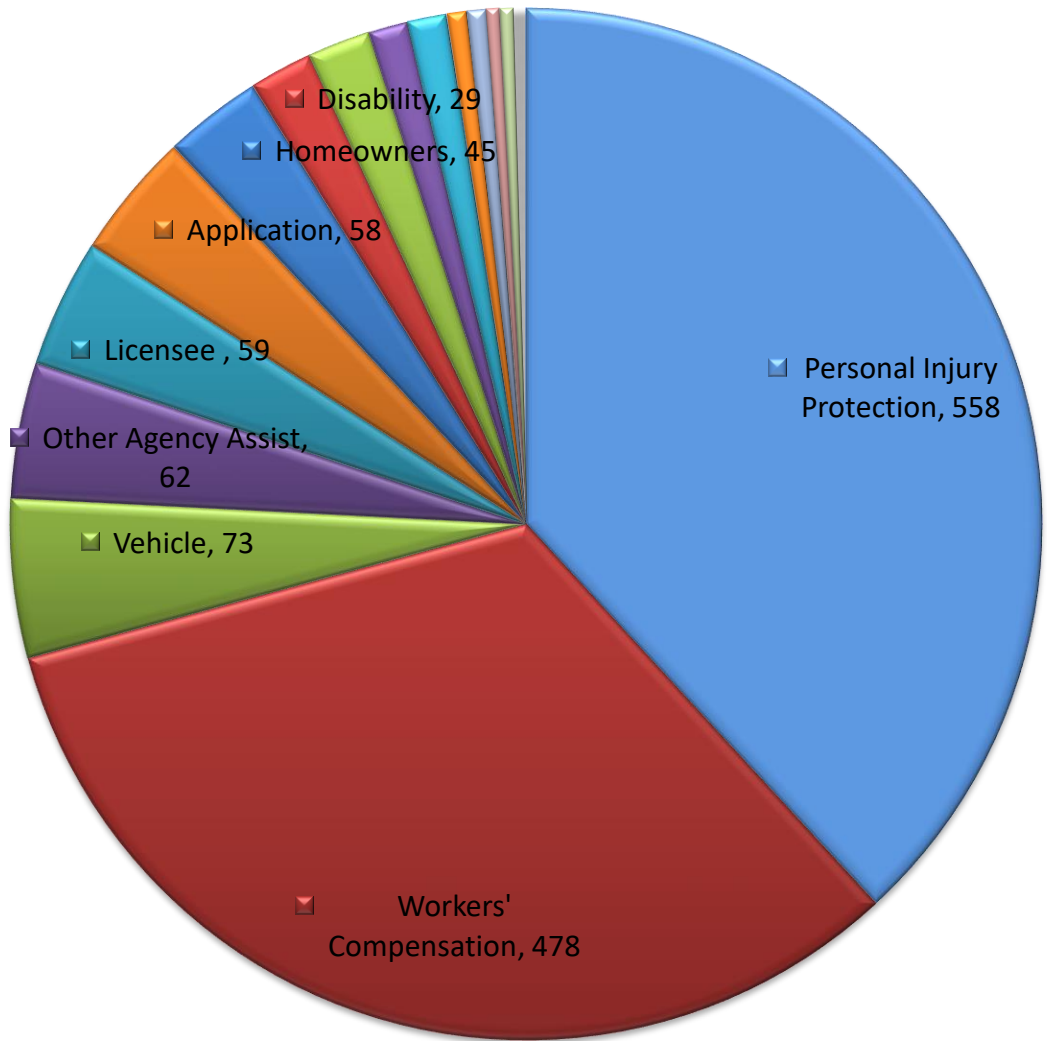
Identity Theft

Arson for Profit

Warranty

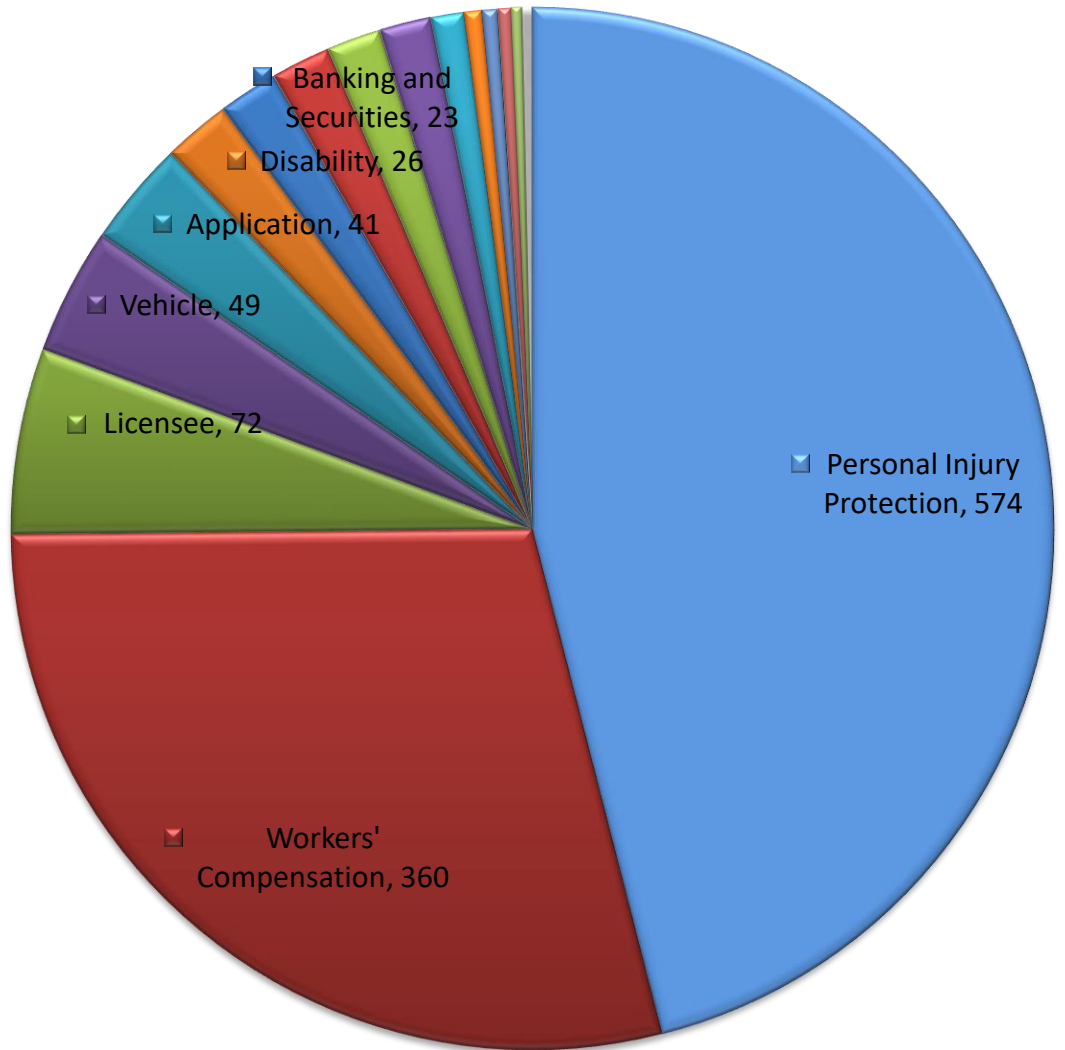
Banking and Securities

Title Fraud



Convictions

- Personal Injury Protection
- Workers' Compensation
- Licensee
- Vehicle
- Application
- Disability
- Banking and Securities
- Homeowners
- Healthcare
- Commercial
- Financial Investigation
- Marine
- Arson for Profit
- Identity
- Title
- Other Agency Assistance
- Unauthorized Entity
- Warranty



STAT PACK

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ADMINISTRATIVE		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
EXTRA DUTIES PERFORMED	1	1	2	0	0	0
	1	1	2	0	0	0
	0.01%	0.05%	0.08%	0.00%	0.00%	0.00%

APPLICATION FRAUD		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BY CLAIMANT	0	1	1	0	0	0
COMMERCIAL	6	3	2	2	2	0
DISABILITY	24	3	3	2	1	1
HEALTH	24	2	2	4	4	0
HOMEOWNER/SINKHOLE	0	3	5	0	0	1
HOMEOWNERS	68	15	11	7	6	6
HOMEOWNER-SINKHOLE	7	0	0	0	0	0
LIFE	348	7	6	4	2	1
VEHICLE	960	60	73	47	41	31
VESSEL	8	3	2	2	2	1
	1445	97	105	68	58	41
	9.00%	4.39%	4.40%	4.32%	3.96%	3.28%

ARSON FOR PROFIT		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
COMMERCIAL	5	1	1	1	3	0
HOME	34	5	3	0	0	1
VEHICLE	96	10	12	3	3	5
	135	16	16	4	6	6
	0.84%	0.72%	0.67%	0.25%	0.41%	0.48%

BANKING AND SECURITIES		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BANK FRAUD	3	0	0	0	0	0
FINANCE FRAUD	2	0	5	1	1	19
MORTGAGE FRAUD	41	1	4	0	2	4

SECURITIES FRAUD	0	1	1	0	0	0
	46	2	10	1	3	23
	0.29%	0.09%	0.42%	0.06%	0.21%	1.84%

BONDS						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
FICTITIOUS BONDS	0	0	1	0	0	0
	0	0	1	0	0	0
	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%

COMMERCIAL						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
FICTITIOUS CERTIFICATE OF	37	13	15	8	8	5
FICTITIOUS CLAIM OR DAMAGE	62	11	10	2	1	3
FICTITIOUS LIABILITY CLAIM	110	7	8	1	1	2
ILLEGAL KICKBACKS	1	2	2	0	0	0
INFLATED CLAIM	33	2	5	0	0	1
SLIP & FALL	233	22	25	9	8	9
	476	57	65	20	18	20
	2.96%	2.58%	2.73%	1.27%	1.23%	1.60%

DISABILITY FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
FICTITIOUS CLAIM	72	25	37	19	21	22
WORKING WHILE COLLECTING	34	17	9	14	8	4
	106	42	46	33	29	26
	0.66%	1.90%	1.93%	2.10%	1.98%	2.08%

DUPLICATE ENTRIES						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
AGENT	1	0	0	0	0	0
BAIL BOND AGENT	1	0	0	0	0	0
DUPLICATE	251	0	0	0	0	0
FICTITIOUS LIABILITY CLAIM	1	0	0	0	0	0
	254	0	0	0	0	0
	1.58%	0.00%	0.00%	0.00%	0.00%	0.00%

FINANCIAL INVESTIGATION						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions

FINANCIAL	66	21	21	10	9	13
	66	21	21	10	9	13
	0.41%	0.95%	0.88%	0.63%	0.62%	1.04%

HEALTHCARE						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
BY CLAIMANT	1	0	0	0	0	0
BY PATIENT	66	20	18	23	24	13
BY PERSON	1	0	0	0	0	0
BY PROVIDER	604	12	17	1	1	7
DENTAL HEALTHCARE FRAUD	88	2	2	0	0	0
DENTAL HEALTHCARE FRAUD BY	1	0	1	0	0	0
DISABILITY	20	3	1	6	3	1
EMPLOYER POCKETING	6	1	1	1	0	0
FICTITIOUS PROVIDER	177	0	0	0	0	0
MEDICAL DISCOUNT CARDS	1	0	0	0	0	0
OTHER MEDICAL PROVIDER	134	0	0	0	0	0
PATIENT BROKERING	32	0	1	0	0	0
PRESCRIPTION FRAUD	91	6	4	1	1	0
SERVICES BY UNLICENSED	67	0	1	0	0	0
	1289	44	46	32	29	21
	8.02%	1.99%	1.93%	2.03%	1.98%	1.68%

HOMEOWNERS						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
COOKING/KITCHEN FIRE	3	0	0	0	0	0
FICTITIOUS CLAIM OR DAMAGE	303	70	44	31	36	16
FICTITIOUS LIABILITY CLAIM	6	2	2	1	1	0
FORGERY BY HOMEOWNER	30	5	4	1	2	2
FORGERY BY OTHER	38	9	5	2	0	0
FORGERY BY PUBLIC ADJUSTER	14	0	1	0	0	0
INFLATED CLAIM	273	18	21	10	3	4
PLUMBING/TRENCHING	68	2	4	12	2	1
SINKHOLE	11	2	2	0	0	0
WATER EXTRACTION	42	3	2	1	1	0
	788	111	85	58	45	23

	4.91%	5.02%	3.56%	3.68%	3.08%	1.84%
IDENTITY THEFT		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BY ENTITY	3	0	0	0	0	0
BY PERSON	39	12	12	11	9	5
	42	12	12	11	9	5
	0.26%	0.54%	0.50%	0.70%	0.62%	0.40%
INFORMATION ONLY		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
INFORMATION	0	0	1	0	0	0
INFORMATION ONLY	24	0	0	0	0	0
	24	0	1	0	0	0
	0.15%	0.00%	0.04%	0.00%	0.00%	0.00%
LICENSEE FRAUD		Cases	Cases	Presented for		
Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
ADJUSTER	13	4	2	0	0	2
ADJUSTER-BROKEN PIPE	3	0	0	0	0	0
AGENCY	41	0	4	1	1	2
AGENT	236	47	70	27	17	27
ANNUITY	6	2	1	0	0	1
BAIL BOND AGENT	59	46	15	32	30	9
CARRIER	57	0	0	0	0	0
INFLATED CLAIM	1	0	0	0	0	0
Public Adjuster	103	17	28	2	1	2
PUBLIC ADJUSTER-BROKEN PIPE	15	0	0	0	0	0
PUBLIC ADJUSTER-BROKEN TILE	3	0	0	0	0	0
PUBLIC ADJUSTER-KITCHEN FIRE	4	0	0	0	0	0
SERVICE WARRANTY COMPANY	3	0	0	0	0	0
TITLE INSURANCE	2	2	0	1	1	0
UNLICENSED AGENT OR	262	33	38	14	8	6
UNLICENSED CONTRACTOR	24	3	3	1	1	23
	832	154	161	78	59	72
	5.18%	6.96%	6.75%	4.95%	4.03%	5.76%
LIFE INSURANCE FRAUD		Cases	Cases	Presented for		

Type of Case	Complaints	Opened	Closed	Prosecution	Arrest	Convictions
BENEFICIARY FORGERY	33	3	2	0	0	0
CREDIT LIFE	1	1	0	0	0	0
MURDER FOR PROFIT	1	1	0	0	0	0
QUESTIONABLE DEATH	7	1	1	1	0	0
	42	6	3	1	0	0
	0.26%	0.27%	0.13%	0.06%	0.00%	0.00%

MARINE FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
ACCESSORIES	1	1	0	0	0	0
FICTITIOUS CLAIM	16	5	6	16	18	6
INFLATED CLAIM	5	0	2	0	0	1
	22	6	8	16	18	7
	0.14%	0.27%	0.34%	1.02%	1.23%	0.56%

MY SAFE FLORIDA HOME						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
HOME INSPECTOR	1	0	0	0	0	0
	1	0	0	0	0	0
	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%

NON-INSURANCE FRAUD RELATED						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
INTRA-AGENCY RESPONSE	1	0	0	0	0	0
NO ACTION	47	0	0	0	0	0
No Sub Type	1	0	0	0	0	0
OUTSIDE AGENCY – RESPONSE	2	0	0	0	0	0
	51	0	0	0	0	0
	0.32%	0.00%	0.00%	0.00%	0.00%	0.00%

OTHER AGENCY ASSISTANCE						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
ASSISTANCE	76	35	34	6	26	1
UNLICENSED CONTRACTOR	0	0	3	0	0	1
WARRANT	14	43	33	1	36	0
	90	78	70	7	62	2
	0.56%	3.53%	2.94%	0.44%	4.24%	0.16%

PERSONAL INJURY PROTECTION						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
BY ATTORNEY	90	10	7	4	3	0
BY CLAIMANT	1833	158	134	93	78	70
BY PROVIDER	2678	118	161	65	72	93
FICTITIOUS INSURANCE CARD	348	138	118	101	88	63
ILLEGAL POSSESSION OF	2	0	0	0	0	0
JUMP IN	198	70	70	31	27	30
LOST WAGES	22	3	4	1	1	0
PAPER ACCIDENT	34	2	6	7	5	7
PATIENT BROKERING	20	10	15	2	6	17
SOLICITATION	156	22	36	15	15	13
STAGED ACCIDENT	465	97	174	280	252	269
UNLICENSED ACTIVITY	793	20	24	11	11	12
	6639	648	749	610	558	574
	41.33%	29.29%	31.40%	38.73%	38.14%	45.96%

RISK MANAGEMENT						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
FICTITIOUS LIABILITY CLAIM	1	1	1	0	0	0
GOVERNMENT EMPLOYEE	2	0	0	0	0	0
ID THEFT OF NUMBER OR NAME	0	0	1	0	0	1
	3	1	2	0	0	1
	0.02%	0.05%	0.08%	0.00%	0.00%	0.08%

TITLE FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
HOME	9	0	1	4	3	3
PROPERTY	8	0	0	0	0	0
VEHICLE	8	1	2	0	0	1
	25	1	3	4	3	4
	0.16%	0.05%	0.13%	0.25%	0.21%	0.32%

UNAUTHORIZED ENTITIES FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
FICTITIOUS BONDS	2	0	0	0	0	0
HEALTH	29	0	1	0	0	0

LIFE AND ANNUITIES	3	0	0	0	0	0
PROPERTY/CASUALTY	4	1	0	0	0	0
PROVIDER	4	0	1	0	0	1
VEHICLE	1	0	1	0	0	0
	43	1	3	0	0	1
	0.27%	0.05%	0.13%	0.00%	0.00%	0.08%

VEHICLE FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
ACCESSORIES	89	7	11	7	4	1
BODY SHOP	146	11	11	13	12	2
BY CLAIMANT	0	0	0	1	1	0
DAMAGE TO VEHICLE	707	72	66	37	31	27
DITCHING	512	35	43	27	23	17
FAILURE TO RETURN (THEFT)	11	2	1	1	1	1
VEHICLE	0	0	2	0	1	1
	1465	127	134	86	73	49
	9.12%	5.74%	5.62%	5.46%	4.99%	3.92%

WARRANTY FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
CELL PHONE	1	1	1	6	6	1
COMMERCIAL	5	0	0	0	0	0
HOME	3	0	0	0	0	0
VEHICLE	6	1	0	0	0	0
VESSEL	1	0	0	0	0	0
	16	2	1	6	6	1
	0.10%	0.09%	0.04%	0.38%	0.41%	0.08%

WORKERS' COMPENSATION FRAUD						
Type of Case	Complaints	Cases Opened	Cases Closed	Presented for Prosecution	Arrest	Convictions
AGENT PREMIUM	2	0	2	0	0	2
BY ATTORNEY	3	0	0	0	0	0
BY CLAIMANT	2	0	0	0	0	0
BY EMPLOYEE CLAIMANT	713	172	214	72	49	53
BY EMPLOYER	90	24	40	13	10	20
BY PROVIDER	14	1	1	1	0	0

EMPLOYEE PAYROLL	4	2	1	0	0	0
EMPLOYER PREMIUM	158	55	26	37	26	12
FICTITIOUS CERTIFICATE OF	3	4	4	1	1	1
FICTITIOUS CERTIFICATE OF	43	28	24	13	16	11
ID THEFT OF NUMBER OR NAME	623	160	247	141	135	128
LEASING COMPANY	1	1	0	1	0	0
MONEY SERVICE BUSINESS	0	9	7	10	9	1
VIOLATION OF STOP WORK	240	90	65	58	55	40
WORKING WITHOUT COVERAGE	266	239	210	183	177	92
	<u>2162</u>	<u>785</u>	<u>841</u>	<u>530</u>	<u>478</u>	<u>360</u>
	13.46%	35.49%	35.26%	33.65%	32.67%	28.82%
Grand Total	16063	2212	2385	1575	1463	1249

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